

CIVIL SERVICE COMMISSION  
WATERBURY, CONNECTICUT

**OPEN COMPETITIVE EXAM #1895**

**OPEN COMPETITIVE EXAMINATION FOR: TeleCommunicator II**

**SALARY: Per hr. \$ 18.32 - \$ 24.39** (NOTE: *New hires start at the beginning of the range.*)

**FRINGE BENEFITS:** Choose from three available health insurance plans (employee contributions vary), Prescription Drug Rider, Dental Plan; Group Life Insurance for Individual; Retirement Plan; (paid Holidays; paid Vacation; paid Sick Leave; Personal Days accrued in accordance with the WCEA collective bargaining agreement.)

**LAST DAY FOR FILING APPLICATIONS**

**Applications**, which may be obtained at the Civil Service Office or by visiting [www.waterburyct.org](http://www.waterburyct.org), and **must be on file** at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 **by 4:50 p.m. on:**

**December 19, 2008**

**IMPORTANT:**

1. **Veterans** - Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** - Residency points shall be added in accordance with the amendment to the Civil Service Rules and Regulations. Proper documentation (Civil Service Office Request for Residency Points) must be submitted with application of employment.

**THIS POSITION IS NOT ELIGIBLE FOR RESIDENCY POINTS.**

**EXAMPLES OF DUTIES:** (Illustrative Only)

- Accepts 911 calls, entering call information onto a computer system, providing emergency medical dispatch for calls involving critical illness or injury, and dispatching these calls via radio, or computer aided dispatch system to the proper responding personnel.
- Makes decisions in response to emergency calls for assistance involving medical emergencies, ambulance service, police and fire assistance, TDD file typing for the deaf and hospital calls.
- Operates an emergency communication system, receives radio calls from emergency responders and provides information to assist with the response.
- Refers matters requiring immediate departmental action to the supervising personnel.
- Refers non-emergency calls to other appropriate personnel.
- Logs all information received and dispatched.
- Obtains pertinent information such as the nature of incident, location, units needed complainant's information, etc.
- Types information into computer and assigns priority codes accordingly.
- Cross-indexes and files documents pertaining to missing persons, stolen motor vehicles, etc.
- Assists sworn personnel in clerical duties and researching of complaints.
- Assists in general supervision of subordinate staff when necessary
- Performs other related work as required.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:**

- Knowledge of the methods of operating sophisticated radio transmitting and receiving equipment.
- Knowledge of State of Connecticut 911 operating system and rerouting of 911 emergency calls.
- Demonstrated ability to carry out written and oral instructions.
- Ability to exercise good judgment.
- Ability to supervise 911 subordinate staff when necessary.
- Ability to learn rules, regulations and procedures for dispatching fire, police and ambulance units.
- Ability to perform routine and repetitive tasks with a high degree of accuracy and mental alertness.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: (Continued)**

- Ability to react quickly and calmly in emergencies.
- Ability to reconstruct 911 tapes and radio calls.
- Ability to learn to operate computer programs with speed and accuracy.
- Skill in typing accurately and at a reasonable rate of speed.

**IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:**

- Completion of a High School diploma or GED and two (2) years of experience working as a 911 Operator/Dispatcher.

**SPECIAL REQUIREMENT:**

- Applicants must be of good moral character and habits. A thorough character and background investigation of each applicant will be made prior to certification and appointment.
- Must have a current Emergency Telecommunicator Certification.
- Must have a current C.O.L.L.E.C.T certification.
- Must have a current Emergency Medical Dispatch Certificate.
- Must be experienced in the use of a computer aided dispatch system.
- Must be trained in emergency management software data entry.
- Must be M.R.T. certified within one year of being hired.
- Ability to work various shifts and be flexible about days off.

This position is covered under the written agreement between the City of Waterbury and the Waterbury City Employees Association.

The Parts and Weights for this examination will be determined prior to conducting the exam.

Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.

**APPEAL PROCESS:** An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification of examination will be mailed to the address written on your application.